

Organizational Results Research Report

March 2009

OR09.018

Assessing MoDOT's Efforts to Provide the Right Transportation Solution

Prepared by Heartland
Market Research LLC and
Missouri Department of
Transportation

**Assessing MoDOT's Efforts to Provide the
Right Transportation Solution**

TRACKER Measure 9i

For Fiscal Year 2009

Project Number: RI08-017

by

Lance Gentry



HEARTLAND
MARKET RESEARCH LLC

March 2009

The opinions, findings, and conclusions documented in this report are those of the principal investigator. They are not necessarily those of the Missouri Department of Transportation, the United States Department of Transportation, nor the Federal Highway Administration. This publication does not constitute a standard or regulation.

1. Report No. RI08-017	2. Government Accession No.	3. Recipient's Catalog No.	
4. Title and Subtitle Assessing MoDOT's Efforts to Provide the Right Transportation Solution		5. Report Date March 2009	
		6. Performing Organization Code	
7. Author(s) Lance Gentry, Ph.D.		8. Performing Organization Report No. OR09-018	
9. Performing Organization Name and Address Heartland Market Research LLC 12738 CR 8400 Rolla, MO 65401 www.HeartlandMarketResearch.com		10. Work Unit No. RI08-017	
		11. Contract or Grant No.	
12. Sponsoring Agency Name and Address Missouri Department of Transportation Organizational Results Division P.O. Box 270 Jefferson City, MO 65102		13. Type of Report and Period Covered Final Report	
		14. Sponsoring Agency Code	
15. Supplementary Notes			
16. Abstract The basic research design for the project was to sample opinions on a variety of projects spread across the state. When available, a small, medium, and large project from each of the ten MoDOT districts was selected by a regional manager for the project for a total of 30 projects. The sample included 400 addresses per project area for a total of 12,000 Missouri addresses being mailed a copy of the survey. A supplemental sample of 50 respondents were recruited, in person, to measure the satisfaction of Kansas residents who were also impacted by one of the projects. Each survey was focused on one of 30 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive.			
17. Key Words Customer survey, customer satisfaction, construction projects, transportation solutions		18. Distribution Statement No restrictions. This document available to the public through the Missouri Department of Transportation (MoDOT). Access may be obtained at http://modot.mo.gov/services/rdt/byDate.htm	
19. Security Classif (of this report) Unclassified	20. Security Classif. (of this page) Unclassified	21. No of Pages 57	22. Price

Table of Contents

Table of Tables	ii
Executive Summary	1
Background	4
Project Descriptions and Locations	5
Respondents	11
Familiarity with Roadway (Questions 1 & 2).....	13
Respondent Property Loss (Question 3)	17
Project Assessment	20
Safer (Question 4-1).....	22
Improving Traffic Flow in the Area.....	24
More Convenient (Question 4-2)	24
Less Congested (Question 4-3).....	26
Driving Environment	28
Easier to Drive (Question 4-4).....	29
Better Marked (Question 4-5).....	31
The Right Transportation Solution (Question 5)	33
The Right Priority (Question 6)	36
Conclusions.....	39
Appendices.....	40
A. Methods and Technical Documentation	41
B. Survey Instrument	42
C. Gender (Question 7).....	45
D. Right Transportation Solution Charts by District and Project	48

Table of Tables

Table 1: Summary of Key Indicators by Project and District.....	2
Table 2: Gross Response Rate by Project and District	11
Table 3: Familiarity with Roadway by District and Project	13
Table 4: Frequency of Roadway Use by District and Project.....	16
Table 5: Frequency of Respondents Who Lost Property to Project by District and Project	18
Table 6: Cross Reference of Questions 3 and 5	19
Table 7: Safety Feedback by Project and District.....	22
Table 8: Convenience Feedback by Project and District.....	24
Table 9: Congestion Feedback by Project and District.....	26
Table 10: Easier to Drive Feedback by Project and District.....	29
Table 11: Better Marked Feedback by Project and District.....	31
Table 12: Right Transportation Solution by Project and District	34
Table 13: Cross Reference of Questions 5 and 6.....	38
Table 14: Respondent Gender by Project and District.....	45
Table 15: Cross Reference of Questions 5 and 7	47

Executive Summary

The Missouri Department of Transportation (MoDOT) has developed the Tracker system to assess performance with tangible results to help MoDOT “provide a world-class transportation system that delights our customers.” The Tracker system includes the concept of “Fast projects that are of great value,” and an important aspect of this measure is whether Missourians view MoDOT projects as the right transportation solution. To assess customer satisfaction with MoDOT projects, a mail survey was conducted in fall 2008 by Heartland Market Research LLC. 2,697 respondents returned a valid survey questionnaire so the general margin of error for the analysis is plus or minus 1.93 percent. This compares to 2,361 surveys received in the previous year.

The basic research design for the project was to sample opinions on a variety of projects spread across the state as was done in the previous fiscal year. When available, a small, medium, and large project from each of the ten MoDOT districts was selected by a regional manager for the project for a total of 30 projects. In a few instances the regional managers made substitutions as appropriate, such as submitting two medium projects when a large project was not available. Then Heartland drew a sample of residents from one or more ZIP code areas as appropriate for each project which was reviewed by the appropriate MoDOT district. The sample included 400 addresses per project area for a total of 12,000 Missouri addresses being mailed a copy of the survey. Despite this effort to keep the number of addresses even across the districts and projects, the response rate varied by project area. Fifty additional responses were obtained from Pittsburgh, Kansas to fulfill a MoDOT request for Project M7.

Each survey was focused on one of 30 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive. In addition, two questions were asked about the overall value of the particular project and the respondents were given the opportunity to provide comments regarding the project.

Table 1: Summary of Key Indicators by Project and District

District	Project	Very Familiar with Roadway	Safer	More Convenient	Less Congested	Easier to Drive	Better Marked	Right Transportation Solution
1	L1	86.5%	98.7%	90.9%	60.0%	96.3%	93.2%	94.4%
	M1	83.6%	100.0%	99.0%	90.9%	100.0%	99.0%	100.0%
	S1	69.0%	96.9%	90.5%	65.0%	93.3%	78.3%	97.0%
	Total	82.2%	99.1%	95.2%	77.3%	97.7%	94.4%	97.6%
2	L2	88.5%	98.9%	100.0%	98.9%	100.0%	92.8%	97.7%
	M2	91.5%	97.4%	96.0%	79.3%	100.0%	99.0%	92.0%
	S2	96.5%	98.8%	97.6%	94.7%	97.5%	95.0%	97.5%
	Total	92.0%	98.3%	97.8%	90.9%	99.3%	95.9%	95.4%
3	L3	92.3%	93.1%	79.6%	91.4%	91.9%	87.6%	94.1%
	M3	71.6%	85.1%	84.1%	71.6%	81.2%	85.1%	84.9%
	S3	82.6%	91.5%	78.2%	79.6%	87.7%	92.6%	91.5%
	Total	83.1%	90.2%	80.6%	82.2%	87.6%	88.0%	90.6%
4	L4	43.2%	100.0%	100.0%	82.4%	95.2%	95.0%	95.2%
	M4	75.0%	95.7%	82.5%	46.0%	98.7%	95.9%	95.7%
	S4	77.2%	97.6%	93.1%	64.4%	97.6%	95.1%	94.7%
	Total	70.3%	97.1%	89.9%	59.5%	97.8%	95.4%	95.2%
5	M5a	94.0%	96.7%	98.3%	92.5%	96.5%	99.1%	95.1%
	M5b	74.0%	93.6%	92.9%	92.4%	93.3%	94.9%	93.3%
	S5	77.2%	100.0%	97.0%	95.4%	97.1%	95.2%	98.6%
	Total	83.2%	96.5%	96.3%	93.2%	95.6%	96.8%	95.4%
6	L6	74.8%	96.1%	95.4%	93.5%	94.3%	82.5%	97.0%
	M6	76.7%	98.6%	93.2%	93.1%	94.6%	93.9%	97.0%
	S6	60.0%	100.0%	60.0%	34.6%	55.6%	77.8%	94.3%
	Total	72.2%	97.7%	90.3%	85.9%	89.4%	85.7%	96.6%
7	L7	86.5%	93.3%	83.7%	94.5%	91.0%	85.9%	92.0%
	M7	62.6%	89.5%	84.4%	58.5%	90.6%	96.8%	86.0%
	S7	83.3%	82.4%	66.0%	60.0%	74.0%	87.5%	76.4%
	Total	75.8%	89.4%	80.0%	73.5%	87.2%	90.7%	86.0%
8	L8	78.4%	98.9%	100.0%	98.9%	98.9%	85.2%	100.0%
	M8	52.8%	100.0%	96.7%	98.4%	96.8%	98.3%	98.3%
	S8	85.6%	93.4%	90.1%	68.8%	95.7%	97.7%	93.2%
	Total	74.4%	97.1%	95.7%	89.7%	97.1%	93.4%	97.0%
9	L9	93.9%	95.9%	94.4%	100.0%	97.8%	95.5%	100.0%
	M9	60.0%	88.0%	91.1%	78.6%	93.5%	95.7%	90.9%
	S9	90.1%	89.0%	78.7%	53.2%	83.3%	67.2%	93.3%
	Total	84.6%	91.7%	88.8%	82.6%	92.4%	87.0%	95.7%
10	M10a	92.5%	100.0%	96.1%	72.9%	98.9%	97.8%	98.9%
	M10b	72.0%	93.5%	96.3%	66.7%	95.3%	93.1%	96.8%
	S10	81.4%	97.6%	97.3%	93.9%	92.5%	89.2%	100.0%
	Total	82.9%	97.4%	96.4%	76.1%	96.4%	94.6%	98.4%
Unknown		65.4%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
Grand Total:		80.2%	95.4%	91.2%	82.7%	94.2%	92.3%	94.6%

For the first time, comments were solicited as part of the Right Transportation Solution survey. These comments were digitized and appear exactly as they were written as the last appendix of this report.

The overall results show that most Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. 92.8% of the respondents were either “very” or “fairly” familiar with the project roadway. 69.2% of the respondents were regular users of the affected roadway (defined as using it at least once per week). The majority of respondents thought that the project made the roadway safer (95.4%), more convenient (91.2%), less congested (82.7%), easier to drive (94.2%), better marked (92.3%), and was the right transportation solution (94.6%).

Background

MoDOT's mission is to "provide a world-class transportation system that delights our customers." The public's perception of MoDOT's performance is crucial to the long-term success of the agency, and an important aspect of the Tracker measure is whether Missouri citizens view MoDOT projects as the right transportation solution. The Tracker system assesses tangible results related to MoDOT's mission, and one of the tangible results is the concept of "Fast projects that are of great value." An element of this measure is an assessment of customer satisfaction with these projects.

In the fall of 2006, MoDOT commissioned the Institute of Public Policy at the University of Missouri Columbia to design and implement a new survey to measure and capture this measure. This was done and a report was provided to MoDOT in January 2007. The introduction to this section is from that report. In the fall of 2007, MoDOT commissioned Heartland Market Research LLC to implement the same survey with a new set of projects. The intention was to model the FY08's survey and methodology on the previous experience, and also make incremental improvements where feasible.

For FY09, the survey was significantly revised based on the experience from the previous year. The key questions were kept, but many of the auxiliary questions (such as *Approximately how many miles do you drive per year?*) were dropped as they had not proved to be key factors in respondent satisfaction. This survey space was reclaimed for three new survey questions, including an comment questions. These comments were digitized and a copy appears at the end of this report. The intention of these three new questions is to help MoDOT better understand and address the needs of their constituents. The report format was significantly changed based upon feedback from last year's report in an attempt to present the information in way that is more useful to the various MoDOT stakeholders for whom it is intended.

Project Descriptions and Locations

The descriptions listed below were printed on the appropriate surveys for each project. These descriptions were initially provided by MoDOT, sometimes adjusted by the PI if it was thought that the respondents might have questions, and then the descriptions were reviewed, and sometimes adjusted, by the appropriate district contact. The surveys were sent to one or more zip codes as was thought appropriate for each project.

District	Project	Description	Zip Codes
Northwest	L1	Interstate 35 in Harrison County. Asphalt resurfacing of driving lanes and shoulders, upgrade pavement markings, signing and guardrail. Project utilized hot-in-place recycling method to improve pavement structure.	64424, 64426, 64442, 64481
Northwest	M1	Route 6 in Daviess County. Replace bridges over Muddy Creek and Brushy Creek on a new 3.5-mile relocated alignment. Project included 8-foot asphalt shoulders, box culvert extension, rumble stripes and intersection improvements at Route K.	64640, 64648
Northwest	S1	Route I-229 in Buchanan County. This project replaced bridge expansion joints on viaduct along the Missouri River in St. Joseph.	64501, 64503, 64504, 64505, 64506, 64507
North Central	L2	Route 63 in Adair and Macon Counties. This expansion project added approximately four miles of new lanes to complete the four-lane facility between Macon and Kirksville. Opened to traffic in November 2007 and completed one month later.	63501, 63530, 63549, 63552
North Central	M2	Route 36 in Linn/Livingston Counties. This project provided pavement resurfacing and bridge rehabilitations on both the eastbound and westbound lanes between Brookfield and Chillicothe. Several narrow-lane sections were widened to provide standard 12-foot lane widths. Rumble strips were provided throughout the project length. Project was completed in November 2007.	64601, 64628, 64651, 64659, 64688
North Central	S2	The intersection of Route 65 and College Avenue in Marshall. This project, which was completed in October 2007, added turn lanes and upgraded signals.	65340

District	Project	Description	Zip Codes
Northeast	L3	Route C/U.S. Route 61 interchange in Moscow Mills, Lincoln County. With more than 40,000 cars a day traveling on Route 61 through Moscow Mills, the interchange allows safer access on and off this major highway and eliminated three at-grade crossovers. This project was completed in the summer of 2008.	63362
Northeast	M3	Route U and Mette Road along U.S. Route 61 in Lincoln County. The improvement was a temporary solution (in advance of construction of a new interchange next year) to allow safer access for this major highway traveled by more than 40,000 cars a day. Modifications were made to the design of this improvement following a significant and quick public involvement process.	63362
Northeast	S3	Two bridges on Route C in Lincoln County. MoDOT worked closely with community residents and businesses to identify dates and times when traffic would be less inconvenienced by short-term closures during the Route C hydro-demolition project on the eastern edge of Moscow Mills. The project was completed in August 2008.	63362
Kansas City Area	L4	I-29 south to the Southwest Trafficway bridge. Milling and asphalt overlay on the driving surface and rehabilitation of bridges on the west leg of downtown loop, with some restriping on the east side of the loop to improve traffic flow. The project was completed and opened to traffic in October 2007.	64116
Kansas City Area	M4	Route 13 in Johnson and Henry Counties. Asphalt overlay of the driving surface and shoulders from Route DD in Johnson County to 3 miles south of Route N in Henry County. Improvements included adding rumble stripes for both the edgelines and centerlines. Project was completed in early November 2007.	64093, 64735, 64761
Kansas City Area	S4	Route 2 in Cass County. An asphalt overlay of the driving surface from the Kansas state line to Route 7 in Harrisonville, which included paving shoulders, adding rumble stripes for both the edgelines and centerlines, and adding spacious turn lanes at Kurzweil Road in front of Cass-Midway School. Completed in November 2007.	64701, 64734, 64746

District	Project	Description	Zip Codes
Central	M5a	Route 5 in Morgan County. This was a cost-share project with the City of Laurie to widen 0.9 miles of existing Route 5 to three lanes through town to improve capacity and reduce congestion. The work included grading and paving to construct a center turn lane from Route O to 0.9 miles south of Route O in Laurie. The project was completed in the Spring of 2007.	65037
Central	M5b	The bridge over the Lamine River on Route 135 in Cooper County. The project provided a new, wider bridge and approach roadway with 12-foot lanes and 2-foot shoulders. It is located 1.04 miles south of Route N in Cooper County at the Lamine River. The length of the project was 0.9 miles. The project was completed in the Spring of 2008.	65276, 65348
Central	S5	The Route F bridge over Miller Creek located 2 miles east of Route J in Callaway County. The project provided a new wider bridge and approach roadway with 12-foot lanes and 2-foot shoulders. The project was completed in the Fall of 2007.	65251
St. Louis Area	L6	I-70 and Route 94 interchange in St. Charles. This \$18 million project replaced a diamond interchange at with a single-point urban interchange. It also improved approaches to the interchange, built a roundabout on the northern side of the I-70 outer road and constructed two tunnels to improve traffic flow along the outer roads. It was completed in April 2008.	63303
St. Louis Area	M6	Dougherty Ferry Road Bridge over I-270. This three-month, \$6.1 million project widened the bridge from four lanes to seven lanes. It added an additional left turn lane from northbound I-270 to westbound Dougherty Ferry and an additional right turn lane from northbound I-270 to westbound Dougherty Ferry. It also added an additional lane on westbound Dougherty Ferry between I-270 and Des Peres Road. Project was completed in August 2007.	63122, 63131

District	Project	Description	Zip Codes
St. Louis Area	S6	The guard cables on I-55 between Route M and Route 67. Citizens for Safe Medians donated \$55,000 to MoDOT specifically for guard cable work. MoDOT accepted the donation and committed to use the money on the next I-55 guard cable project. MoDOT and its contractor have installed guard cable in the median of I-55 in all the remaining gap areas along the interstate . Construction began in November 2007 and was completed as promised in May 2008.	63052
Southwest	L7	Four-lane relocation of Route 13 through the community of Collins, including construction of an interchange at US Route 54. This is the last of the projects constructed to establish four lanes between Kansas City and Springfield. This project was completed on time and opened to traffic on May 19, 2008.	64738, 64763, 64776, 65613, 65674
Southwest	M7	Route 171 from the Kansas state line to Route Z at Carl Junction. The route was resurfaced and shoulders were added. Opened to traffic November 9, 2007.	64832, 64834, 66762
Southwest	S7	Route 18 (Main Street) from East Lexington Avenue to Kentucky Avenue in Adrian. This reconstruction project was cost-shared with the City of Adrian. Opened to traffic November 30, 2007.	64720
Springfield Area	L8	I-44/US 65 interchange in Greene County. This project included a new northbound Route 65-to-westbound I-44 "flyover" ramp; the northbound Route 65 bridge over I-44 was replaced and the northbound Route 65-to-eastbound I-44 and the southbound Route 65-to-westbound I-44 ramps were rebuilt. Adjacent pavement was also rebuilt as needed. Project cost: \$25 million. The project was completed on November 15, 2007.	65648, 65757, 65803, 65804, 65809
Springfield Area	M8	West Bypass (Route 160) between I-44 and Chestnut Expressway (Loop 44). The entire roadway was resurfaced, restriped, and widened to four lanes with left-turn lanes. This project completed a 10-year series of projects to widen West Bypass (Route 160) to four lanes between Route 60 in south Springfield and I-44 in north Springfield. Project cost: \$12.8 million. The project was completed on November 16, 2007.	65802, 65804, 65807, 65809, 65810
Springfield Area	S8	Route 54 was resurfaced and shoulders built between Route D at Preston in Hickory County and a point east of Route 73 in Camden County. Project cost: \$4 million. The project was completed on November 29, 2007.	65732, 65786

District	Project	Description	Zip Codes
South Central	L9	Route 60 in Carter County. This 5.9-mile project extended from 1.2 miles west of Route M to 2 miles east of Business 60 East (Van Buren Bypass). The project included lane additions and the construction of a bridge over the Current River in Van Buren. Completed in June 2007, it was funded through Amendment 3 at a total cost of nearly \$16 million.	63965
South Central	M9	Route 63 in Phelps County. This 13.42-mile project extends from the intersection of Route CC in Rolla to 3.6 miles south of the Little Piney River. The project included resurfacing and striping for climbing and passing lanes. Completed in August 2008, the project was part of the Better Roads, Brighter Future initiative and cost \$5.6 million.	65401
South Central	S9	Route 106 in Shannon County. This project is located near the intersection of Routes 106 and E, approximately 4 miles west of Eminence. A pavement slide had occurred due to ground saturation following heavy rains in March. Emergency repairs began in early April and the project was completed by May 16. The road remained closed while repairs were made. A temporary bypass was constructed with the help of the county and the Missouri Department of Conservation.	65466
Southeast	M10a	Route 53 in Butler County. The project provided for widening and resurfacing of the driving lanes and construction of asphalt shoulders beginning at the southern city limits of Qulin and ending at the southern city limits of Campbell. The length of work on Route 53 was 13.9 miles and only portions of the roadway were closed during asphalt resurfacing operations. The project was completed in late summer of 2008.	63933, 63961
Southeast	M10b	Route I-55 in Perry County. This project provided asphalt resurfacing of the northbound lane of Route I-55 from the Route B interchange at Biehle to the Route T overpass bridge just north of Perryville. The length of work on Route I-55 was 7.5 miles and only portions of the roadway were closed during asphalt resurfacing operations. The project was completed in late summer of 2008.	63775

District	Project	Description	Zip Codes
Southeast	S10	Two bridges on Route D in New Madrid County between Parma and Catron. This project was part of MoDOT's ongoing efforts to improve bridges in southeast Missouri. One bridge was entirely replaced while the other bridge was rehabilitated by constructing a new deck. Both bridges were closed during construction. The project was completed in early Fall of 2008.	63833, 63862, 63870

Respondents

400 unique people were mailed a survey for each one of thirty unique projects for a total of 12,000 mailed surveys. 2,647 surveys were returned via US mail, for a gross response rate of 22.1% (compared to last year's gross response rate of 20.4%). Fifty additional surveys were obtained directly from participants in Pittsburgh, Kansas to fulfill a MoDOT request for Project M7.

Table 2: Gross Response Rate by Project and District

District	Project	Mailed	Responses	Gross Response Rate
1	L1	400	91	22.8%
	M1	400	114	28.5%
	S1	400	43	10.8%
	Total	1200	248	20.7%
2	L2	400	98	24.5%
	M2	400	123	30.8%
	S2	400	87	21.8%
	Total	1200	308	25.7%
3	L3	400	105	26.3%
	M3	400	82	20.5%
	S3	400	72	18.0%
	Total	1200	259	21.6%
4	L4	400	38	9.5%
	M4	400	81	20.3%
	S4	400	96	24.0%
	Total	1200	215	17.9%
5	M5a	400	134	33.5%
	M5b	400	107	26.8%
	S5	400	82	20.5%
	Total	1200	323	26.9%
6	L6	400	112	28.0%
	M6	400	88	22.0%
	S6	400	57	14.3%
	Total	1200	257	21.4%
7	L7	400	97	24.3%
	M7	400	76	19.0%
	S7	400	69	17.3%
	Total	1200	242	20.2%
8	L8	400	99	24.8%
	M8	400	73	18.3%
	S8	400	108	27.0%

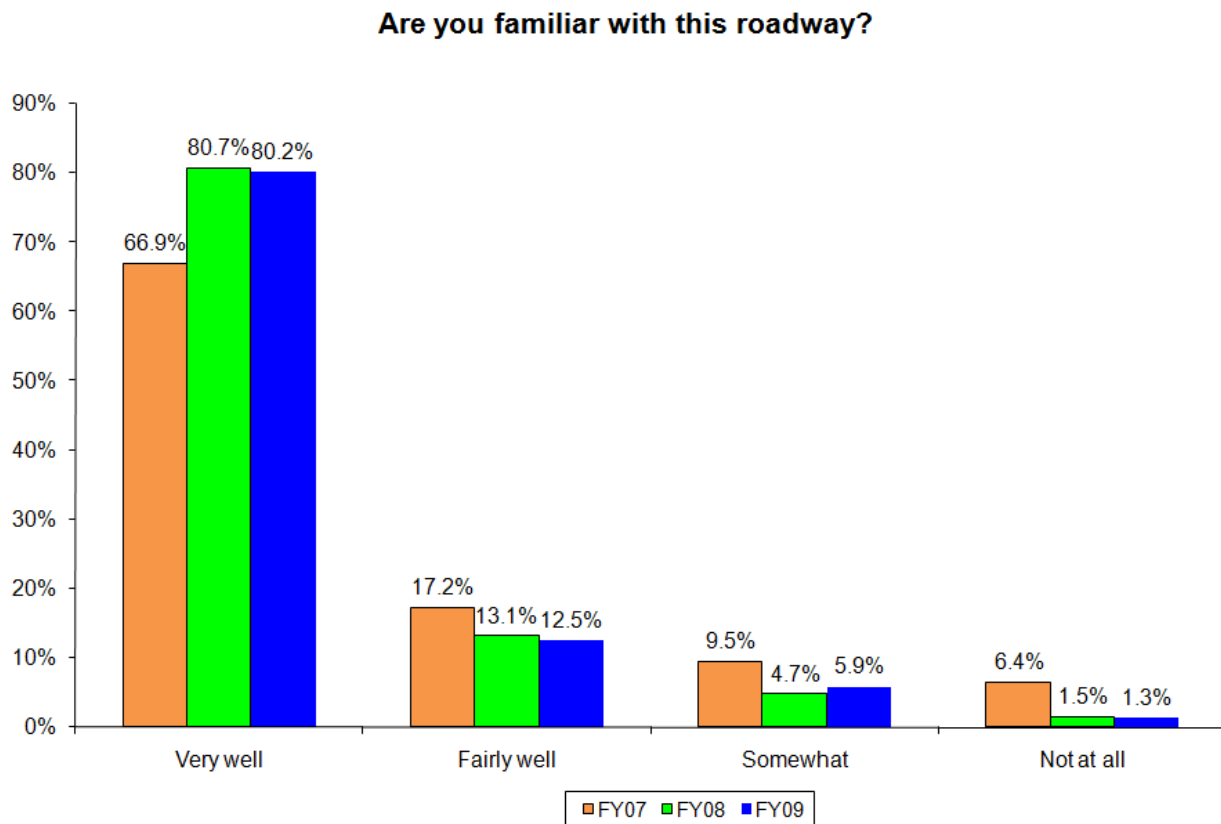
District	Project	Mailed	Responses	Gross Response Rate
	Total	1200	280	23.3%
9	L9	400	105	26.3%
	M9	400	61	15.3%
	S9	400	105	26.3%
	Total	1200	271	22.6%
10	M10a	400	96	24.0%
	M10b	400	77	19.3%
	S10	400	45	11.3%
	Total	1200	218	18.2%
Unknown		n/a	26	n/a
Grand Total for mail:		12000	2647	22.1%
Additional (non-mailed) surveys			50	from Kansas for M7
Grand Total for all surveys:			2697	

Nine projects had gross response rates outside of the normal standard deviation (+/- 5.2%). Projects S1, L4, S6, M9, and S10 had gross response rates at least one standard deviation below the norm of 22.1%. Projects M1, M2, M5a, and L6 had gross response rates at least one standard deviation above the norm. All in all, the district response rates were very consistent with the lowest number of responses coming from District 4 (representing 8.1% of the mailed responses) and the highest number coming from District 5 (representing 12.2% of the mailed responses), very close to the ideal of 10% coming from each district.

Familiarity with Roadway (Questions 1 & 2)

The first two questions in the survey help measure the respondent’s familiarity with the affected roadway. The vast majority of the respondents were familiar with the local project used in the study (see Figure 1). For the second year in a row, over eighty percent said they were very familiar with the affected roadway (80.2% with a standard deviation of 11.7%) while most of the others said they were somewhat or fairly familiar with the roadway. Only 1.3% stated that they were not familiar with the affected roadway.

Figure 1



The following table summarizes the responses and percentages by both individual projects and districts. The respondents of four projects (L4, S6, M8, and M9) were statistically less familiar with their project roadway than the other respondents.

Table 3: Familiarity with Roadway by District and Project

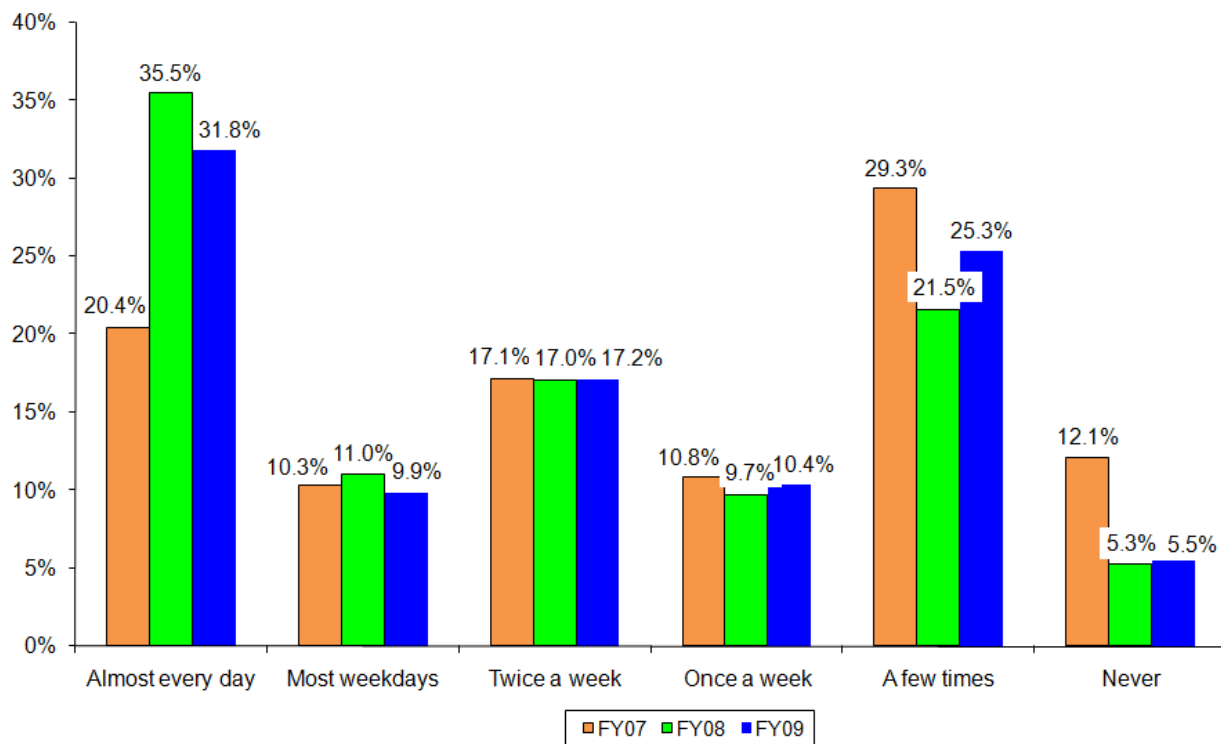
District	Project	Not at all	Somewhat	Fairly well	Very well	Total
1	L1	1	1	10	77	89
	M1	1	1	16	92	110

District	Project	Not at all		Somewhat		Fairly well		Very well		Total
	S1	0	0.0%	5	11.9%	8	19.0%	29	69.0%	42
	Total	2	0.8%	7	2.9%	34	14.1%	198	82.2%	241
2	L2	1	1.0%	3	3.1%	7	7.3%	85	88.5%	96
	M2	0	0.0%	0	0.0%	10	8.5%	108	91.5%	118
	S2	0	0.0%	1	1.2%	2	2.4%	82	96.5%	85
	Total	1	0.3%	4	1.3%	19	6.4%	275	92.0%	299
3	L3	0	0.0%	3	2.9%	5	4.8%	96	92.3%	104
	M3	0	0.0%	4	4.9%	19	23.5%	58	71.6%	81
	S3	1	1.4%	4	5.8%	7	10.1%	57	82.6%	69
	Total	1	0.4%	11	4.3%	31	12.2%	211	83.1%	254
4	L4	6	16.2%	9	24.3%	6	16.2%	16	43.2%	37
	M4	0	0.0%	10	12.5%	10	12.5%	60	75.0%	80
	S4	1	1.1%	9	9.8%	11	12.0%	71	77.2%	92
	Total	7	3.3%	28	13.4%	27	12.9%	147	70.3%	209
5	M5a	0	0.0%	4	3.0%	4	3.0%	125	94.0%	133
	M5b	1	1.0%	3	2.9%	23	22.1%	77	74.0%	104
	S5	2	2.5%	5	6.3%	11	13.9%	61	77.2%	79
	Total	3	0.9%	12	3.8%	38	12.0%	263	83.2%	316
6	L6	0	0.0%	11	9.9%	17	15.3%	83	74.8%	111
	M6	2	2.3%	7	8.1%	11	12.8%	66	76.7%	86
	S6	1	1.8%	6	10.9%	15	27.3%	33	60.0%	55
	Total	3	1.2%	24	9.5%	43	17.1%	182	72.2%	252
7	L7	0	0.0%	4	4.2%	9	9.4%	83	86.5%	96
	M7	10	8.7%	13	11.3%	20	17.4%	72	62.6%	115
	S7	0	0.0%	4	6.1%	7	10.6%	55	83.3%	66
	Total	10	3.6%	21	7.6%	36	13.0%	210	75.8%	277
8	L8	2	2.1%	7	7.2%	12	12.4%	76	78.4%	97
	M8	2	2.8%	15	20.8%	17	23.6%	38	52.8%	72
	S8	0	0.0%	6	5.8%	9	8.7%	89	85.6%	104
	Total	4	1.5%	28	10.3%	38	13.9%	203	74.4%	273
9	L9	0	0.0%	0	0.0%	6	6.1%	92	93.9%	98
	M9	3	5.0%	9	15.0%	12	20.0%	36	60.0%	60
	S9	0	0.0%	0	0.0%	10	9.9%	91	90.1%	101
	Total	3	1.2%	9	3.5%	28	10.8%	219	84.6%	259
10	M10a	0	0.0%	1	1.1%	6	6.5%	86	92.5%	93
	M10b	0	0.0%	5	6.7%	16	21.3%	54	72.0%	75
	S10	0	0.0%	1	2.3%	7	16.3%	35	81.4%	43
	Total	0	0.0%	7	3.3%	29	13.7%	175	82.9%	211
Unknown		1	3.8%	3	11.5%	5	19.2%	17	65.4%	26
Grand Total:		35	1.3%	154	5.9%	328	12.5%	2100	80.2%	2617

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 2). 41.7% of the respondents were very frequent users of the affected road (defined as those who used the affected section of the road almost every day or most weekdays). 69.2% of the respondents were regular users of the affected roadway. Only 5.5% of the respondents indicated that they had not used the affected section of the roadway in the last month.

Figure 2

How often have you used this section of road in the past month?



The following table summarizes the responses and percentages by both individual projects and districts. There was a wide variety of average frequency of use among the thirty projects. The respondents of six projects (M5b, S5, S6, M8, M9, and S9) were statistically less frequent users of their project roadway than the other respondents. The respondents of another five projects (S2, L3, M5a, S7, and L9) were statistically more frequent users of their project roadway than the other respondents.

Table 4: Frequency of Roadway Use by District and Project

District	Project	Never		A few times		Once a week		Twice a week		Most weekdays		Almost every day		Total
1	L1	2	2.3%	14	16.1%	7	8.0%	24	27.6%	9	10.3%	31	35.6%	87
	M1	0	0.0%	27	25.0%	21	19.4%	29	26.9%	10	9.3%	21	19.4%	108
	S1	5	11.9%	9	21.4%	4	9.5%	11	26.2%	7	16.7%	6	14.3%	42
	Total	7	3.0%	50	21.1%	32	13.5%	64	27.0%	26	11.0%	58	24.5%	237
2	L2	1	1.1%	30	32.3%	16	17.2%	19	20.4%	4	4.3%	23	24.7%	93
	M2	2	1.7%	18	15.5%	9	7.8%	23	19.8%	9	7.8%	55	47.4%	116
	S2	0	0.0%	3	3.5%	4	4.7%	16	18.8%	14	16.5%	48	56.5%	85
	Total	3	1.0%	51	17.3%	29	9.9%	58	19.7%	27	9.2%	126	42.9%	294
3	L3	2	1.9%	5	4.8%	3	2.9%	15	14.4%	13	12.5%	66	63.5%	104
	M3	8	9.9%	21	25.9%	6	7.4%	14	17.3%	8	9.9%	24	29.6%	81
	S3	2	2.9%	10	14.5%	6	8.7%	12	17.4%	10	14.5%	29	42.0%	69
	Total	12	4.7%	36	14.2%	15	5.9%	41	16.1%	31	12.2%	119	46.9%	254
4	L4	11	33.3%	6	18.2%	3	9.1%	3	9.1%	1	3.0%	9	27.3%	33
	M4	6	7.6%	25	31.6%	11	13.9%	11	13.9%	6	7.6%	20	25.3%	79
	S4	6	6.5%	24	26.1%	5	5.4%	17	18.5%	6	6.5%	34	37.0%	92
	Total	23	11.3%	55	27.0%	19	9.3%	31	15.2%	13	6.4%	63	30.9%	204
5	M5a	0	0.0%	6	4.7%	6	4.7%	13	10.1%	16	12.4%	88	68.2%	129
	M5b	12	11.5%	50	48.1%	12	11.5%	16	15.4%	7	6.7%	7	6.7%	104
	S5	10	12.7%	26	32.9%	16	20.3%	13	16.5%	1	1.3%	13	16.5%	79
	Total	22	7.1%	82	26.3%	34	10.9%	42	13.5%	24	7.7%	108	34.6%	312
6	L6	2	1.8%	33	30.3%	10	9.2%	28	25.7%	15	13.8%	21	19.3%	109
	M6	5	5.9%	23	27.1%	14	16.5%	17	20.0%	11	12.9%	15	17.6%	85
	S6	6	11.1%	22	40.7%	8	14.8%	7	13.0%	5	9.3%	6	11.1%	54
	Total	13	5.2%	78	31.5%	32	12.9%	52	21.0%	31	12.5%	42	16.9%	248
7	L7	6	6.4%	35	37.2%	9	9.6%	16	17.0%	9	9.6%	19	20.2%	94
	M7	12	10.3%	20	17.1%	11	9.4%	23	19.7%	16	13.7%	35	29.9%	117
	S7	2	3.0%	12	17.9%	3	4.5%	7	10.4%	9	13.4%	34	50.7%	67
	Total	20	7.2%	67	24.1%	23	8.3%	46	16.5%	34	12.2%	88	31.7%	278
8	L8	5	5.1%	34	34.7%	14	14.3%	18	18.4%	11	11.2%	16	16.3%	98
	M8	9	12.7%	34	47.9%	4	5.6%	12	16.9%	3	4.2%	9	12.7%	71
	S8	3	2.9%	25	24.3%	7	6.8%	14	13.6%	7	6.8%	47	45.6%	103
	Total	17	6.3%	93	34.2%	25	9.2%	44	16.2%	21	7.7%	72	26.5%	272
9	L9	0	0.0%	8	8.1%	5	5.1%	15	15.2%	14	14.1%	57	57.6%	99
	M9	11	18.0%	30	49.2%	7	11.5%	4	6.6%	4	6.6%	5	8.2%	61
	S9	3	3.0%	48	47.5%	13	12.9%	15	14.9%	9	8.9%	13	12.9%	101
	Total	14	5.4%	86	33.0%	25	9.6%	34	13.0%	27	10.3%	75	28.7%	261
10	M10a	2	2.2%	16	17.6%	13	14.3%	15	16.5%	6	6.6%	39	42.9%	91
	M10b	4	5.4%	20	27.0%	16	21.6%	11	14.9%	12	16.2%	11	14.9%	74
	S10	3	7.0%	15	34.9%	4	9.3%	4	9.3%	4	9.3%	13	30.2%	43
	Total	9	4.3%	51	24.5%	33	15.9%	30	14.4%	22	10.6%	63	30.3%	208
Unknown		2	7.7%	8	30.8%	2	7.7%	3	11.5%	0	0.0%	11	42.3%	26
Grand Total:		142	5.5%	657	25.3%	269	10.4%	445	17.2%	256	9.9%	825	31.8%	2594



Missouri Department of Transportation
Organizational Results
P. O. Box 270
Jefferson City, MO 65102

573.751.3002
1 888 ASK MODOT
rdtcomments@modot.mo.gov
www.modot.org/services/rdt